

### 1. Who can access the new Ticket Portal?

You must have the Social Security Administration (SSA)'s authorization to use the Ticket Portal based on having:

- Verified employment with a State VR agency or with an EN that has an active agreement with SSA;
- An active SSA suitability clearance which has not expired;
- Completed security awareness training in the last year; and
- Have a myssa.gov account with extra security

### 2. How will SSA verify that I am the person authorized to access the Ticket Portal?

SSA's system will verify the identity of Ticket Portal users via the electronic access registration process used to access your **mySocialSecurity** account. Users will be instructed that they must request "Extra Security" so that they receive a code in the form of a text message to their cell phone. This will require the user to have a working mobile device capable of timely receipt of text messages.

There will be no shared credential for the SSA Ticket Portal; each user must log in using their own **mysocialsecurity** user ID and password. The link to create or use your account is <https://secure.ssa.gov/RIL/SiView.do>. Make sure you register for your account with extra security.

### 3. How is this portal different from the one I am currently using?

The current portal does not connect to any SSA system, but relies on a nightly batch processes to transfer data between SSA's and MAXIMUS's systems. The new portal will connect to the same SSA system used to process BPA changes, Ticket assignments, and EN payments, allowing you to perform portal transactions in real-time.

### 4. How will ENs and State VR agencies report who will be the Ticket Portal user?

ENs and VRs will designate personnel with the appropriate security clearance to access the Ticket Portal and inform their ENSB specialist. Do NOT email your social security number. ENs may email to set up an appointment with their ENSB specialist to [ENService@ssa.gov](mailto:ENService@ssa.gov). VRs may email to set up an appointment with a VR specialist to [VR.Helpdesk@ssa.gov](mailto:VR.Helpdesk@ssa.gov). When an employee leaves the organization, it is the responsibility of the EN or VR to report this within 24 hours to ensure access is revoked.

### 5. Will there be any additional suitability or security requirements to access the Ticket Portal?

There are no new suitability requirements for those who currently have a favorable suitability determination from SSA. However as noted in number 2, each user will be required to register for an account at MySSA.gov, making sure to select the option for extra security. There will be no shared credential for the Ticket Portal; each user must log in using his or her own mySSA

user ID and password. The link to create or use your account is <https://secure.ssa.gov/RIL/SiView.do>

### 6. Do I need a smart phone to access the Ticket Portal?

No, you only need a cell phone that accepts Short Message Service (SMS), in other words, a text message. The text message cannot be sent to any other type device.

### 8. What training will I receive?

We will provide guided training as well as self-paced modules that you can access at any time.

### 7. Will there be any special access requirements?

Each user must have a workstation with one of the browsers shown below that meets federal security standards.

Operating System	Browser
Windows XP	<ul style="list-style-type: none"> <li>• Chrome v30 and above</li> <li>• Firefox v24 - v26, Firefox v27 and above</li> <li>• Opera v17 and above</li> </ul>
Windows 7 or later	<ul style="list-style-type: none"> <li>• Chrome v30 and above</li> <li>• Firefox v24-v26, Firefox v27 and above</li> <li>• Internet Explorer v8-v10, Internet Explorer v11 and above</li> <li>• Opera v17 and above</li> </ul>
Android	<ul style="list-style-type: none"> <li>• Chrome v30 and above</li> <li>• Firefox v24-v26, Firefox v27 and above</li> </ul>
iOS	<ul style="list-style-type: none"> <li>• Chrome v30 and above</li> <li>• Safari v5 and above</li> </ul>
Mac OS X	<ul style="list-style-type: none"> <li>• Chrome v30 and above</li> <li>• Firefox v24-v26, Firefox v27 and above</li> <li>• Opera v17 and above</li> <li>• Safari v7 and above</li> </ul>
Linux	<ul style="list-style-type: none"> <li>• Chrome v30 and above</li> <li>• Firefox v24-v26, Firefox v27 and above</li> <li>• Opera v17 and above</li> </ul>